

GENERAL SERVICES ADMINISTRATION
Washington, DC 20405

ADM 5440.680
December 12, 2014

GSA ORDER

SUBJECT: Changes in the GSA Office of Human Resources Management

1. Purpose. This Order announces changes in the organizational structure of the Office of Human Resources Management (OHRM).
2. Background. ADM 5440.652 dated February 15, 2013, announced organizational and reporting changes that consolidated agency-wide human capital and workforce management functions within GSA under the OHRM. Subsequent to that change, OHRM engaged in evaluating the consolidated organization and as an outcome identified needed changes to the existing reporting structure to enable OHRM to move towards its objective of becoming more cohesive, efficient, and effective.

OHRM has determined the design of the proposed organization. However, the implementation of these changes is expected to occur over a period of at least two years. The changes outlined in this Order are an interim step toward the final organization that will improve leadership roles and accountability, and increase organizational effectiveness and efficiency. This Order establishes the initial organizational structure of the new design. Additional orders to establish and refine the subordinate structure will be issued as needed.

3. Changes in organization.
 - a. The existing structure of OHRM is as follows:
 - (1) The Office of Program Performance;
 - (2) The Office of Strategic Human Capital Management;
 - (3) The Office of Human Resources (HR) Services; and
 - (4) The Office of Executive Services.
 - b. The new organizational structure consists of the following:

(1) The immediate Office of Human Resources Management remains unchanged. The office is headed by the Chief Human Capital Officer.

(2) The Office of Management and Performance Improvement. The Office of Management and Performance Improvement is established and is headed by an office director who reports directly to the Chief Human Capital Officer. The office consists of the following:

(a) The Strategy, Planning and Portfolio Management Division is established;

(b) The Human Capital Analytics Division is established;

(c) The HR Innovation and Integration Division is established;

(d) The Business and Administrative Management Division is established, and the administrative functions, staff, authorities, and other resources of the Office of Program Performance are realigned to this division.

(3) The Office of Account Management. The Office of Account Management is established and is headed by an office director who reports directly to the Chief Human Capital Officer. The office consists of the following:

(a) The PBS Account Management Division is established;

(b) The FAS Account Management Division is established;

(c) The Staff Offices Account Management Division is established; and

(d) The Account Support Division is established and consists of the following:

1. The Support Services Branch A, and

2. The Support Services Branch B.

(4) The Office of Human Resources (HR) Strategy and Services. The Office of HR Strategy and Services is established and is headed by an office director who reports directly to the Chief Human Capital Officer. The office consists of the following:

(a) The Office of Human Resources (HR) Services. The Office of HR Services is realigned under this office and headed by an office director who reports to the Director, Office of HR Strategy and Services. The office consists of the following:

1. The Office of the Deputy Director. The Office of the Deputy Director, Human Resources Services is established and consists of the following;

a. The Consolidated Processing Center is realigned under this office and consists of the following:

(1) The Processing and Personnel Records Management Branch is established; and

(2) The Benefits and Retirement Branch remains unchanged.

b. The National Classification Center is realigned under this office intact.

c. The Talent Management Center is realigned from the Washington Area HR Operations Center, Office of HR Services to this office and renamed the National Recruitment Center.

2. The existing Office of Executive Resources is realigned under this office, established at the division level, and renamed the Executive Resources Division. This division is headed by a division director who reports to the Director, Office of HR Services.

3. The HR Services Center A. The HR Services Center A is established and headed by a center director who reports to the Director, Office of HR Services.

a. The functions, staff, authorities, and other resources of the New England Division, the Northeast and Caribbean Division, and the Mid-Atlantic Division are realigned to this Center;

b. The Employment Services Branch is established and headed by a branch chief who reports to the center director; and

c. The Workforce Relations Branch is established and headed by a branch chief who reports to the center director.

4. The HR Services Center B. The HR Services Center B is established and headed by a center director who reports to the Director, Office of HR Services.

a. The functions, staff, authorities, and other resources of the Southeast Sunbelt Division, the Great Lakes Division, and the Heartland Division are realigned to this Center.

b. The Employment Services Branch is established and headed by a

branch chief who reports to the center director; and

c. The Workforce Relations Branch is established and headed by a branch chief who reports to the center director.

5. The HR Services Center C. The HR Services Center C is established and headed by a center director who reports to the Director, Office of HR Services.

a. The functions, staff, authorities, and other resources of the Greater Southwest Division, the Rocky Mountain Division, the Pacific Rim Division, and the Northwest/Arctic Division are realigned to this Center.

b. The Employment Services Branch is established and headed by a branch chief who reports to the center director; and

c. The Workforce Relations Branch is established and headed by a branch chief who reports to the center director.

6. The HR Services Center D. The HR Services Center D is established and headed by a center director who reports to the Director, Office of HR Services.

a. The Employment Services Branch is established and headed by a branch chief who reports to the center director;

b. The Labor Relations Branch is established and headed by a branch chief who reports to the center director;

c. The Employee Relations Branch is established and headed by a branch chief who reports to the center director.

d. The employee relations functions, staff, authorities, and other resources of the Employment and Labor Relations Branch are realigned to the Employee Relations Branch; and

e. The labor relations functions, staff, authorities, and other resources of the Employment and Labor Relations Branch are realigned to the Labor Relations Branch.

f. The CABS Branch is established and the commissions and boards customer support functions, staff, authorities, and other resources are realigned from the Office of Program Performance to this branch.

(b) The Centers of Expertise. The following Centers of Expertise are established

and are each headed by a center director who reports to the Director, Office of HR Strategy and Services. The office consists of the following:

1. The Center for Human Capital Strategy;
2. The Center for Talent Acquisition consists of the following:
 - a. The National Recruitment Program Branch is established; and
 - b. The Center for Intern Development is realigned from the existing Office of Program Performance to this Branch.
3. The Center for Talent Development consists of the following:
 - a. University For People Branch
 - b. Online University Branch
 - c. Strategy & Training Policy Branch
 - d. GSA Development Programs Branch
 - e. Organizational Development Branch
4. The Center for Talent Engagement.
5. The functions, staff, authorities, and other resources of the Human Capital Strategy Planning Division, Staffing and Compensation Policy Division, Training and Organizational Development Division, and Performance and Work Life Policy Division under the existing Office of Human Capital Management, and the Labor Relations Division under the Office of Human Resources Services are realigned and reallocated among the newly established Centers of Expertise.
6. The functions, staff, authorities, and other resources of the Workforce Development Office, and the Workforce Planning, Analysis, and Services Office under the Office of Program Performance are realigned and allocated under the Office of Account Management.
 - c. The Office of Program Performance Management is abolished; and
 - d. The Office of Strategic Human Capital Management is abolished.

4. Implementation actions.

- a. The changes outlined in this Order become effective upon signature. Implementation of this Order will be coordinated between the affected organizations, in consultation with the Chief Human Capital Officer and Chief Financial Officer, to ensure the appropriate alignment of the functions, staff, authorities, and other resources associated with the changes outlined above in paragraph 3.
- b. Implementation of this Order, as it affects employees represented by a labor bargaining unit, is contingent upon completion of labor relations obligations. Positions affected by this change are subject to normal classification procedures.
- c. The approval of this Order authorizes the determination and appropriate adjustments including realignment between offices of budget and funding sources as determined by the Chief Financial Officer.
- d. The Chief Administrative Officer may cancel this Order, in consultation with the Chief Human Capital Officer, upon publication of a superseding directive that cancels it in accordance with OAS P 1832.1.

5. Signature.

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DAN TANGHERLINI
Administrator